

## RESERVISTS AND FAMILIES RESOURCES

- **Family Support Phone Line.** This toll-free phone line is a good "first contact" for family members of Reservists for information on benefits or to find an ombudsman. The toll-free number is 1-866-831-8582. The number is answered from 7:00 a.m. to 8:00 p.m. Central Standard Time.
- **The Naval Reserve Force Web site.** Recent events prompted a number of questions about the Naval Reserve, such as pay and benefits. The Force website has a frequently asked questions section and other detailed information, updated on a continual basis. Reservists can stay up-to-date with current recall information and volunteer for recall online. For more details go to [www.navres.navy.mil](http://www.navres.navy.mil).
- **Bureau of Naval Personnel (BUPERS).** Several useful resources include:
  - A "PERS-9 Mobilization Response Cell" is opened by the Naval Personnel Command for questions from Naval Reserve Activities, Navy Mobilization Processing Sites and individuals between 7:30 a.m. and 4:00 p.m. CST. Phone numbers are 1-800-346-0217, (901) 874-2283 or DSN 882-2283. E-mail address is [mobilization@persnet.navy.mil](mailto:mobilization@persnet.navy.mil).
  - Reservists can stay up-to-date with current recall information and can volunteer online to be recalled. Click the "Volunteer & Recall News" button at Web site [www.bupers.navy.mil/](http://www.bupers.navy.mil/).
  - Regular Navy Ombudsman Web site [www.persnet.navy.mil/pers66/ombudsman1/start.htm](http://www.persnet.navy.mil/pers66/ombudsman1/start.htm).
- **Guide to Reserve Member Family Benefits.** Family members of Naval Reservists may face challenges when a loved one is away performing military service. This site provides a booklet (in a .pdf file) which outlines how to access military benefits and lets you know where you can obtain assistance when you have specific questions and problems. See [www.defenselink.mil/](http://www.defenselink.mil/). Click "Reserves 101" at the bottom of the page, then click "Family Readiness", then select "Benefits Handbook."
- **Office of the Secretary of Defense for Reserve Affairs.** This Web site is dedicated to today's Reserve force. It provides information about the policies, programs and initiatives that OSD/Reserve Affairs manages for the National Guard and Reserve Components of the United States Armed Forces. See [www.defenselink.mil/ra/](http://www.defenselink.mil/ra/).
- **U.S. Navy Fleet and Family Support Division.** This resource includes additional Web sites with useful information and materials for families in the aftermath of the New York and Pentagon tragedies and other traumatic events. See [www.bupers.navy.mil/pers66/indexnew.htm](http://www.bupers.navy.mil/pers66/indexnew.htm).

- **National Military Family Association (NMFA).** This association, known as "The Voice for Military Families," is dedicated to serving families of the seven uniformed services through education, information and advocacy. See [www.nmfa.org/](http://www.nmfa.org/).

- **Naval Services FamilyLine.** Naval Services FamilyLine is a volunteer, non-profit organization dedicated to improving the quality of life for every sea service family. FamilyLine answers questions about the military, refers spouses to helpful organizations and publishes and distributes free booklets and brochures which contain helpful information. See [www.Lifelines2000.org/familyline/home.asp](http://www.Lifelines2000.org/familyline/home.asp).

- **Pre-Deployment Reserve Family Readiness Guide.** Provided online by Lifelines2000, this guide outlines useful information on a variety of topics, such as dealing with emotions during pre-deployment, deployment and return. See Web site [www.lifelines2000.org/services/deployment/pre\\_deploy/fam\\_readiness\\_res.asp](http://www.lifelines2000.org/services/deployment/pre_deploy/fam_readiness_res.asp).

- **Chaplain Support.** In addition to local churches and synagogues, etc., help from Naval Reserve Chaplains and Religious Program Specialists can be obtained through local Naval Reserve Activities, or by calling the COMNAVRESFOR Chaplain's Office toll-free at 1-800-245-4546.